



Online Scheduling System Guide & FAQs

Introduction

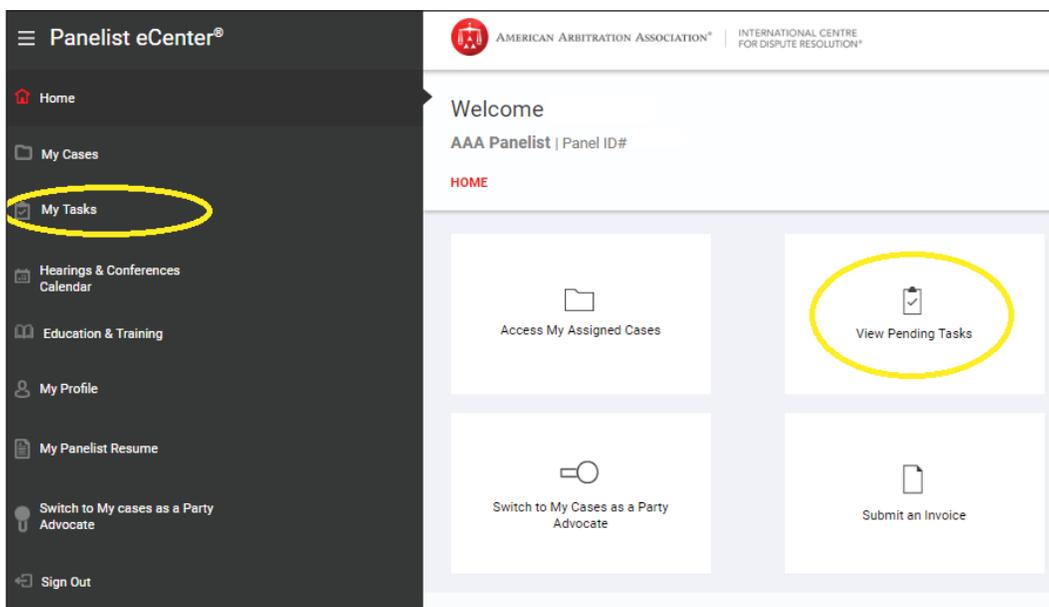
The online scheduling system operates through the AAA WebFile® and Panelist eCenter® online portals. AAA WebFile serves as the case management tool for representatives, while Panelist eCenter is a dedicated case management tool for arbitrators.

To access AAA WebFile or Panelist eCenter click on www.adr.org. If you do not already have an account, please contact your case administrator.

How to Access Calendars for Minnesota No-Fault Arbitration

Once a case is ready for a hearing, the case administrator will send notice by email to the case participants advising that the calendar is available on AAA WebFile/Panelist eCenter. To access the calendar, select either **"My Tasks"** on the left sidebar or **"View Pending Tasks"** on the homepage.

NOTE: Do not utilize the "Hearings & Conferences Calendar." This calendar will not capture your unavailability for a Minnesota No-Fault case.





You will be directed to a list of cases with pending tasks. Identify the case for which you would like to complete the calendar and click on either the AAA® case number or **“Provide Availability”** task associated with the case number.

CASE NUMBER	TASK	DUE DATE	CLAIMANT	RESPONDENT	TASK SOURCE
01-18-9500-1252	Provide Availability	6/26/2019	Barbara	ABC Insurance	AAA
01-18-9500-1254	Provide Availability	6/28/2019	Marshall	ABC Insurance	AAA
01-18-9500-1255	Provide Availability	7/1/2019	Christopher	ABC Insurance	AAA
01-18-9500-1256	Provide Availability	7/1/2019	Sean	ABC Insurance	AAA

You will be directed to the Case Record for the case selected. Next, select the **“Tasks”** tab on the top dashboard.

Then, click on **“Provide Availability,”** which will direct you to the calendar.

Welcome
AAA Panelist | Panel ID#

BACK TO MY TASKS

CASE INFORMATION **TASKS** EVENTS DOCUMENTS FINANCE

Case Caption: **Barbara** v. ABC Insurance
Case Number: 01-18-9500-1252

Pending Case Tasks

Task (Task Name)
[Provide Availability](#)



How do I mark my unavailability on the calendar?

Identify the case for which you would like to submit a calendar in the column located on the left side of the display. Take note of the **“scheduling period,”** which is located below the case name. The scheduling period is the period of time in which a hearing may be scheduled. Case participants must review and mark off any unavailable dates and times during the scheduling period. The scheduling period may vary from case to case.

The screenshot shows a web interface for marking unavailability. At the top, it displays case information: Case Caption: Barbara v. ABC Insurance, Case Number: 01-18-9500-1252, Case Manager: Krista Pesch, and Phone: (706) 613-2700. Below this are buttons for 'VIEW INSTRUCTIONS', 'CLEAR CALENDAR', 'VIEW CALENDAR', and 'RECURRING UNAVAILABILITY'. The main part of the interface is a calendar for June 2019. To the right of the calendar is a list of 'Pending case tasks for Jamie Doe'. The tasks include:

- Lead Representative** for case 01-18-9500-1252 (Barbara v. ABC Insurance) with a scheduling period from 16-JUL-2019 to 18-DEC-2019 and a due date of 26-JUN-2019.
- Lead Representative** for case 01-18-9500-1254 (Marshall v. ABC Insurance) with a scheduling period from 18-JUL-2019 to 20-DEC-2019 and a due date of 28-JUN-2019.
- Panelist** for case 01-18-9500-1255 (Christopher v. ABC Insurance) with a scheduling period from 19-JUL-2019 to 21-DEC-2019.

Case Information includes the following:

- AAA Case Number
- Case Name
- Scheduling Period
- Calendar Due Date

This pop-up window displays the details for a pending case task. It includes the case number (01-18-9500-1252), case name (Barbara v. ABC Insurance), scheduling period (16-JUL-2019 through 18-DEC-2019), and due date (26-JUN-2019). A 'Submit' button is located at the bottom of the window.

Next, you may complete your unavailability using any of the following methods or a combination of the methods:

1. “Day-by-Day” Method:

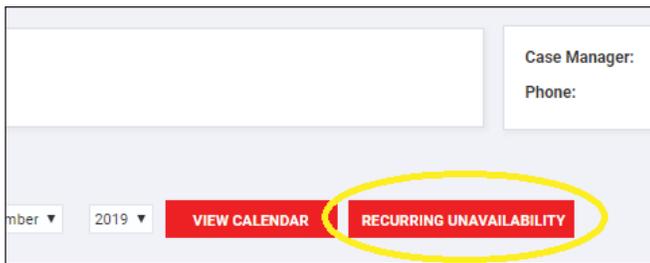
This method allows users to mark their unavailability for each calendar day, one day at a time. The purpose of this feature is to allow for variations from one day to the next. In order to use this method, the user simply clicks on the particular day and a pop-up box will appear. This box will allow the user to mark off any particular time or times that the user is unavailable on that particular day. The user may also mark off the entire day by checking **“All Day.”**

This pop-up window is titled 'Mark Unavailability: 17-May-18'. It shows the time zone as 'Central Time' and offers an 'All Day' checkbox. Below this, there are four time range options, each with a checkbox: 08:30 am to 10:30 am, 10:30 am to 12:30 pm, 12:30 pm to 02:30 pm, and 02:30 pm to 04:30 pm. At the bottom, there are 'Save' and 'Cancel' buttons.



2. "Recurring Unavailability" Method:

The user may also use the **"Recurring Unavailability"** feature, which provides users with the ability to mark off extended or recurring periods of time. To access this feature, click on the "Recurring Unavailability" button located near the top of the calendar.



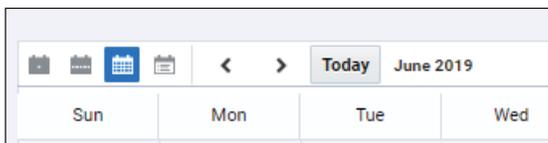
To use the feature, simply complete the following steps:

1. Enter dates in the **"From Date"** and **"To Date"** boxes in which you are unavailable;
2. Select the times that you are unavailable;
3. Select the day(s) of the week that you are unavailable during that period of time; and
4. Click **"Save."**

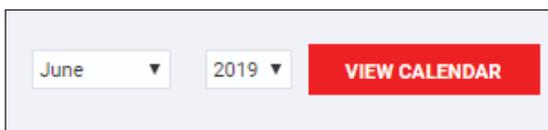
Please see the image on the right.

How to navigate through the calendar months

You may advance through the months by using the **"arrow"** features on the top menu. By clicking on the arrows, the user may move the calendar dates forwards or backwards. To return to today's date, the user may click the **"Today"** button.



You may also jump around to various months by selecting a month in the dropdown box, then clicking the "View Calendar" button.



Mark Unavailability

Time Zone : Central Time

From Date:

To Date:

All Day

10:30 am to 12:30 pm

12:30 pm to 02:30 pm

02:30 pm to 04:30 pm

Recurring

Select All

Monday Thursday

Tuesday Friday

Wednesday



How to submit a case calendar

Once you have completed the calendar, navigate to the list of cases on the left side of the screen. Review the case Scheduling Period to be sure you completed the calendar for that specific period of time. Then, select the **“Submit”** button associated with that case.

The screenshot displays the online scheduling system interface. At the top, there are fields for Case Caption (Barbara v. ABC Insurance) and Case Number (01-18-9500-1252), along with Case Manager (Krista Peach) and Phone ((706) 613-2700). Below this, there are navigation buttons: VIEW INSTRUCTIONS, CLEAR CALENDAR, and a calendar view selector (June 2019). A 'VIEW CALENDAR' button is highlighted. The main area shows a calendar for June 2019 with a 'Case Scheduling Period' highlighted in a grey box. A yellow arrow points from this box to a 'Submit' button in a pop-up window. The pop-up window shows details for case 01-18-9500-1252, including the case caption, scheduling period (16-JUL-2019 through 18-DEC-2019), due date (26-JUN-2019), and a 'Submit' button. Below the pop-up, there is a list of cases with their respective scheduling periods and due dates. A 'Panelist' section is also visible at the bottom.

Once you click **“Submit,”** a pop-up will appear to confirm on which case you are submitting a calendar and the corresponding scheduling period. You may either proceed with your submission or cancel.

How do I access a copy of the calendar that I submitted?

Once you have submitted a calendar, a record of your submission will save in the case **“Documents”** folder. Navigate to the case and click on the **“Documents”** tab.

How do I save my unavailability entries to use on other calendars?

The calendar is a global calendar, which means you may use the calendar from one case to the next. Your entries will save while completing either the **“Day-by-Day”** method or the **“Recurring Unavailability”** method. Therefore, once you submit your calendar for a case, the entries will remain and may be used to submit subsequent unavailability on other cases.



How to submit multiple calendars at one time

If you have already submitted a calendar, the information you entered to submit the previous calendar will save and be available to submit on subsequent cases. Please note that you do not need to exit the calendar before you submit a calendar on a different case. The top of the calendar will always display the name of the case in which you originally opened the calendar; however, this does not prevent you from submitting multiple cases at one time.

A screenshot of the online scheduling system interface. The top section displays the case information: "Case Caption: Barbara Jones v. Progressive" and "Case Number: 01-18-9500-1252". Below this, there are two red buttons: "VIEW INSTRUCTIONS" and "CLEAR CALENDAR". At the bottom, there are three dropdown menus: "Events", "Per Case Unavailability", and "Holiday". A yellow oval highlights the case caption and case number.

To submit another case using saved unavailability, first navigate to the list of cases located in the **"Pending case task"** on the left side of the display. If you are also an arbitrator, you may use the existing unavailability on the calendar to submit calendars where you are serving as an arbitrator. You may use the scrolling bar located on the left side of the column to scroll up and down to view the complete list of cases.

Once you have located the case, review the Scheduling Period associated with that case. Please note, it is important that you review the scheduling period of each case prior to submission, as scheduling periods may vary from one case to the next.

Next, if necessary, update your calendar by either adding additional unavailability or removing existing entries. Then, locate the case in the left side column and click the **"Submit"** button associated with the case. Please note that you must individually click "Submit" for each case.

How do I delete unavailability entries?

You may delete entries by three different methods.

Delete Time Entry

First, you may right click on the time entry and a pop-up box will appear with the word **"Delete."** Click on the box and the time entry will delete.

Extended Delete

The second method provides you with the ability to delete extended periods of time. Click on the box **"Clear Calendar."**



Case Caption: Barbara Jones v. Progressive
Case Number: 01-18-9500-1252

VIEW INSTRUCTIONS **CLEAR CALENDAR**

▼ Events ▼ Person Unavailability ▼ Holiday

Next, enter the period of time in which you would like to clear all entries. Then, click **“Delete.”**

Clear Calendar

Clear All

From Date:

To Date:

DELETE **CANCEL**

Clear All

If you would like to clear all entries on your calendar. Click on the **“Clear Calendar”** box as noted above. Then check the box next to **“Clear All.”** Last, click **“Delete.”**

Clear Calendar

Clear All

From Date:

To Date:

DELETE **CANCEL**



How to update my unavailability before I submit another case?

You may always make changes before you submit any subsequent calendars. For example, if one client is never available on Fridays, but a different client is available on Fridays, you may customize each calendar based on different needs. Similarly, if you also serve as an arbitrator, your availability may differ than when you are serving as a representative.

To customize your calendar, simply utilized the **“Day-by-Day”** method, **“Recurring Unavailability,”** or delete entries as necessary. See the instructions above to use these methods. Next, review the scheduling period to ensure you have accounted for the entire period of time. Then click **“Submit”** for the associated case.

If I update my calendar as an arbitrator, will it save on my representative calendar?

Yes, it is a global calendar, therefore, any changes you make to the calendar will save.

In what order are the cases listed under the “pending case tasks” column on the right side of the display?

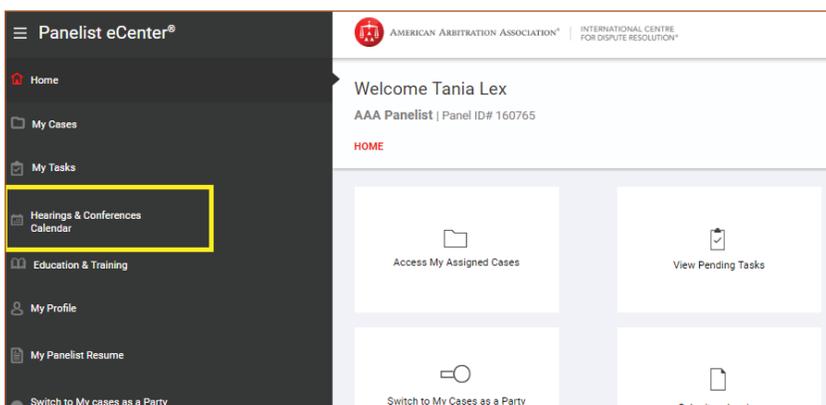
The cases are organized by the **“Due Date,”** with the earliest due dates appearing on top.

What does “Lead Representative” and “Panelist” mean?

“Lead Representative” refers to those cases where you are serving as counsel to one of the parties. **“Panelist”** refers to cases where you are serving as an arbitrator.

May I use the “Hearings & Conferences Calendar” located on the AAA WebFile/Panelist eCenter side bar?

No, if you enter your unavailability on this calendar, it will not be taken into consideration when the AAA schedules a hearing. You must always access the calendar through a **“Provide Availability”** task. So, you must locate a **“Provide Availability”** task to update and submit your case calendar.





The AAA includes instructions on how to access the calendar in our letter emailed to the case participants advising that the calendar is available. A copy of this letter is saved within the case under the **"Documents"** tab.

How do I make a change to a calendar that I already submitted?

Once a calendar has been submitted, neither you nor the AAA can make any changes. If your calendar changes frequently, we encourage you to submit your calendar as close to the due date as possible.

What happens if I forget to submit the calendar on a specific case?

You must manually click **"Submit"** for each case. If you do not submit a calendar by the due date, the **"Provide Availability"** task will expire and you will no longer have the ability to submit your unavailability on that specific case. The AAA will assume that any date and time during the schedule period is available to schedule a hearing. **It will not take into account anything that is saved on your global calendar.**

How do I avoid being scheduled for back-to-back hearings on the same day?

The only way to avoid back-to-back hearings on the same day is to mark the 12:30 p.m. timeslot as unavailable for each day within the scheduling period. The scheduling system simply looks for the first available two-hour block of time, based on the calendars submitted and any no-fault hearings currently scheduled. The system will schedule you for a 12:30 p.m. hearing, regardless of whether you already have a hearing scheduled for 10:30 a.m. or 2:30 p.m. that same day, unless you cross off the 12:30 p.m. timeslot.